

Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



COMPUTER PROGRAM FOR GOOD MANAGEMENT

Good records management is a critical component of good business practice and effective program operation for a variety of reasons that include:

- client information storage and customer service
- volunteer management and recognition
- accounting purposes
- fund reporting and audit requirements
- performance evaluation
- insurance requirements
- outcome measurement and reporting
- future demand and planning estimation

In addition to the maintenance of paper copies of program documents, electronic data files help with records organization, retention, and retrieval. A variety of software is available from spreadsheets to client contact or relationship management programs.

The design of an electronic administration system for a volunteer driver program should:

- provide for simple data entry
- be easy to operate and able to perform complicated multi-step tasks
- maintain and cross-reference detailed client and volunteer profiles
- allow reference to history of service and contact
- provide data security and protect client confidentiality
- have the ability to generate in-depth reports
- include an automated and reliable backup system of all data on a nightly basis as well as redundant off-site storage of backup data to assist in disaster recovery

Some specialty software is available commercially. An affordable example of this type of support, that you may want to evaluate for possible use, is a web based service at:

www.rideadmin.com